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ABSTRACT

To gian information for library planning, a telephone survey was conducted throughout the state of Delaware, gauging citizens' use of and opinions about their public libraries. A careful random selection was made of phone numbers from each school district, and 4,306 respondents were interviewed between the months of May and October 1973. Respondents were asked about their current and past use of the public library, activities performed there (e.g. browsing, research, use of media), location and time convenience, and specific activities, equipment, and/or services they would like to have in their library. Use of the library (both general usage and for a specific activity) were separately correlated to respondent's occupation, educational attainment, and the distance from their home to the library. This report presents a narrative description of survey results, tables of data, with statewide totals, and separate results for the city of Wilmington and for New Castle, Kent, and Sussex counties, and a copy of the questionnaire used. (SL)

THE LIBRARY LISTENS _____

_____ DELAWARE LIBRARY ASSOCIATION SURVEY, 1973

A Survey of Present Use and Future Needs

Prepared by

SURVEY COMMITTEE
DELAWARE LIBRARY ASSOCIATION

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May 1974

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INTRODUCTION AND PLANNING

The Delawarean today, compared to his predecessor of a hundred years ago, has at his fingertips vastly more information, mostly emanating from the printed and electronic media. How he copes with this information, how he sifts and uses it, is probably a most important determinant of his quality of life. The library, offering a way of storing and retrieving this information which should be available to all, has become one of the most taken-for-granted institutions of 20th century America.

The fundamental question, then is, What should our public libraries in Delaware be like in the future? In order to set goals and to develop plans, accurate information is needed on how Delawareans use libraries now, and what they see as their wishes and needs in the future. In this survey, not only were people asked how much they used the library and what they liked and disliked about it, but an attempt was made to determine what they thought the library services of the future should be. This report is designed to answer some of these questions. The actual setting of priorities and implementation of a plan must, of course, be the byproduct of a process which weighs these needs vis-a-vis others. This report is the end result of a survey conducted during 1973 throughout the State of Delaware. Hopefully, the results presented here will spur a debate which will result in a beneficial action.

Because the objective of this study was to gain an understanding of library use, not only statewide, but also in most of the school districts throughout the State, the sample of respondents from each district had to be large enough to permit generalizations concerning the population of each area. Also, because of the prohibitive costs of a large number of inperson interviews, it was decided to conduct the survey by telephone at various hours throughout the day and evening. Following the careful random selection of phone numbers from each school district, a total of 4,306 respondents were interviewed between the months of May and October 1973. For those persons

who failed to respond to these calls or refused to be interviewed, a replacement was provided from a randomly selected list from each district. As a result of this procedure, the sample closely resembles a broad spectrum of households listed in the Diamond State Company directories.[1]

Following the completion of the interviews, responses were coded to machine-usable form, keypunched, verified, and analyzed through the computer facilities of the University of Delaware. An initial summary of the data was presented at a meeting of the Delaware Library Association in October 1973 in Georgetown. This is the first of the official reports emanating from the study. Three subsequent reports will summarize the findings for the City of Wilmington and suburban New Castle County, Kent County, and Sussex County.

The questionnaire was initiated and financed jointly by the Delaware Library Association and the Division of Libraries of the Department of Community Affairs and Economic Development.

USE OF LIBRARIES

Current Use of Libraries.

One of the most important questions is, How many Delaware residents actually use a library? Other issues were analyzed, such as the services performed by libraries, personal knowledge about the variety of library services, methods used by respondents to select materials, distances from home to libraries, and education and occupations of library users.

Questions were designed to assess the availability and convenience of Delaware's libraries. These questions focused upon the proximity of the individual's residence to the library, the mode of transportation the individual would use if he sought library service, and the convenience of library hours.

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[1]Because the sample of respondents is limited to adults who completed the telephone interview, there are several important qualifications which should be considered in interpreting the data: (1) persons who have no telephones or have unlisted numbers are not represented, (2) non-English groups are not represented, (3) persons who were absent from their homes a great deal of the time were probably undercounted,and (4) persons who were physically unable to use a telephone because of illness or other health impediments were underreported.

Another set of questions analyzed library use in relation to distance from the library, and the respondent's educational attainment (figures 2 and 3; tables 9 through 13). This combination of characteristics (i.e., library use and distance, library use and educational attainment) was then related to types of activities performed in the library (tables 14 through 27).

Of the 4,306 respondents, approximately one-third indicated they had used library service during the past year. The library users included 27.2 percent of the Wilmington sample, 33.6 percent of the New Castle County sample, 28.0 percent of the Kent County sample, and 36.1 percent of the Sussex County sample.

Library Use During the Past Year.

Four of every 10 persons used library service within the last five years (table 2). Extrapolating to estimate use for the entire population suggests 223,619 individuals went to the library within the past five years. Estimates by location are 25,141 persons (31.4 percent) for Wilmington, 136,240 (44.6 percent) for New Castle County, 26,942 (32.9 percent) for Kent County, and 35,196 (43.8 percent) for Sussex County (figure 1).

An analysis of the reasons given for not using library services found most persons unable to supply a specific reason for their inactivity. Among those who did give a reason for not using a library, the most frequently cited answers indicated that the respondent was too busy. Some respondents also indicated that because of illness or old age they were unable to come to a library.

A fundamental question asked the amount of library use by the entire family. Although the respondent often did not use a library, one or more members of his family often did (table 1). In 35.9 percent of the households the respondent reported that someone in the family had used library service in the past year (table 1). It is estimated from this sample that upwards of 192,202 Delawareans availed themselves of library service during the past year.[1]

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[1]The interview instrument which was used to question one respondent

By location, the estimates are 18,729 users for Wilmington, 120,355 for New Castle County, 21,538 for Kent County,and 31,580 for Sussex County. These estimates are based on families that contain two or more persons, thus they contain a downward bias, making them conservative estimates of use of total library service (table 1).

Activities Performed in the Library.

Borrowing and returning books for general reading was the most frequent activity, involving 86 percent of the user group (table 3). Approximately 188,000 Delawareans have borrowed and returned books within the past five years. The next most frequently named purpose (55 percent) was doing research on a particular topic. By extrapolating from the sample to the total population, it is estimated that 123,076 individuals engaged in this activity in the past five years. In relating activities to satisfaction with library services, it was found that over 90 percent of those interviewed were satisfied with the services which they used.

Respondents who went to the library within the last five years cited numerous reasons for going there to seek a particular publication or service. Word-of-mouth prompted over one-half to seek specific material, such as a novel. The other important referral sources were book reviews in newspapers (29.7 percent), best seller lists (27.8 percent), and teachers (25.3 percent) (table 3).

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per household was designed to enable two estimates of library use. The first estimate (i.e., 176,442) contains a downward bias in that it is a projection based on respondent use only. The second estimate (i.e., 192,202) recognized use by a family member other than the respondent, causing the discrepancy between the two estimates.

The first estimate is interpreted to mean the respondent's family is assumed to exhibit the same use frequency as the respondent. Obviously, this is not universally true, thus the second estimate is introduced to account for library use by a family member other than the respondent.

All other estimates in this report are based entirely on the answers given by the respondents. The weakness of this procedure relates to the omission of conflicting responses by a family member other than the respondent (e.g., the respondent may not use the card catalog, a member of the respondent's family may).

Extrapolating the respondent's (from the entire population) reasons for using library service portrays word-of-mouth influencing the greatest proportion of individuals to use library resources (114,131), followed by book reviews (62,005), best seller lists (58,442), and school teachers (52,005) (table 3). Since most books are learned about through conversations with friends or relatives, the potential role of an effective publicity and information program is clear. Newspapers, magazines, and electronic media also stimulate interest, and should be employed systematically to disseminate information about library services.

Those who have used library services combined several methods to select materials. The most frequent method of selection was browsing in the stacks, used by 8 out of every 10 persons. The card catalog was a great help and was consulted by 7 out of 10 of the sample population. Librarian assistance was also utilized by 7 out of 10 of the sample population. Those respondents who came in contact with library personnel were highly satisfied; 98.4 percent found the library staff courteous and helpful (table 2).

Location and Time Convenience.

Distance means different things in different environments and to different respondents. A mile traveled in a congested urban traffic takes a greater amount of time than the same distance traveled on a rural road. Recognizing this factor, convenience of access to the library was measured in time, providing a basis for comparison of library proximities of urban New Castle County to those of rural Kent and Sussex Counties.

Most of the respondents lived within 20 minutes of a library. The most frequent travel time cited was 10 minutes (34.0 percent), followed by 5 minutes (27.7 percent), 15 minutes (22.1 percent), and 20 minutes (8.4 percent). Less than 20 percent of the households in the State reside over 15 minutes away from a public library. However, time and distance are factors in underutilization of libraries. The further one <u>believes</u> he lives from a library, the less likely he is to use it (tables 9, 10, and 13).

The predominant role of transportation used by the overwhelming majority of respondents who visited the library is the automobile (table 5). The car was chosen by more than 8 of every 10 respondents, followed by walking (less

than 2 of every 10). Based on the sample data, and projecting to the total population, it is estimated that if all Delaware residents went to a library, 451,871 of them would go by car. Only Wilmington residents deviate from the preponderant use of the automobile. For Wilmington, it was found only 46 percent would use a car; of the remainder, 26 percent and 23 percent, respectively, used walking or using bus service.

The hours of operation which the library maintains also evoked a favorable response from most of those polled. Seven out of 10 respondents cited library hours as convenient (table 6). Of the remainder, most did not know (15.3 percent) or had no opinion (7.2 percent) concerning the convenience of library hours (table 6). Only 7.0 percent stated library hours were not convenient. Statewide estimates suggest more than 370,000 residents are satisfied with the hours, and that over 40,000 residents are not satisfied with the hours.

When asked to specify a time that was most convenient, most replied "no specific time" (31.2 percent). The remaining respondents cited evenings (24.7 percent) and afternoons (14.0 percent) as satisfactory. Estimates for the total population suggest 152,000 residents as having no specific "most convenient" time to transact library business, while 134,000 individuals prefer evenings, followed by 83,000 Delawareans who favor afternoons.

Generally, the public finds library hours convenient. The sample population revealed only 86 interviews (less than three percent) in which it was felt someone in the respondent's family could benefit from library services who was not receiving them. This library service gap was most widespread in Sussex County, while least serious in New Castle County. More importantly, however, it is estimated that over 10,161 Delawareans who could benefit from library services are not receiving them (table 6).

Characteristics of Library Users.

The survey also asked the respondent's occupation and educational attainment. These responses were related to general use of library service and to specific activities performed at the library. Library use was divided into two time frames; use in the past year, and use in the past five years.

Occupation. Housewives used library services more often than any other occupational group surveyed. They constituted 32 percent of all the library users in the past year, and 34 percent in the past five years. Thus, it is estimated that 56,000 housewives used library service in the past year and 72,000 used library services in the past five years.

Students ranked as the second largest group of users. Their contribution to the estimates of library users was 24.5 percent of the total in the past year and 20.9 percent in the past five years. These percentages provide the basis to estimate that over 43,000 students have used library service in the past year and 46,000 students within the past five years.

The third occupational group of significance was professional and technical workers. This category supplied 15.0 percent in the past five years. The estimates for statewide use find 28,567 of the users in the past year and 34,518 in the past five years to belong in this professional-technical occupational category.

Differences by location throughout the State reveal the Wilmington respondents to have the highest proportion of professional-technical and manager-officials-proprietors library users in the past year (tables 7 and 8).

Educational Attainment. An area of considerable significance is the relationship between library use and respondents' educational attainment. The respondents who used the library both within the past year and within the last five years displayed a uniform relationship between library use and educational attainment.

The high school graduate group constitutes a third of those who used libraries in the past year. This group is followed by those respondents with some college (22.5 percent), college graduates (20.2 percent), some high school (20.2 percent), advanced degree holders (5.4 percent), and some elementary schooling (1.3 percent). The five-year use pattern exhibits a similar rank order relationship with slight alteration of the percentages (tables 11 and 12).

Estimates of statewide library use for the past year and past five years find 72,250 users in the high school graduate group for the past five years. Estimates for the other user groups by educational attainment portray 53,715 of those who have used library service in the past five years as possessing

some college education short of a degree; 40,894 with a college degree; and 39,253 possessing some high school education short of a diploma.

Differences in use by location reveal that residents of the City of Wilmington vary distinctively from the statewide pattern (tables 11 and 12). The rank ordering of library use by educational attainment shows individuals possessing college degrees are the group using library services the most. Next in size is the group having some college, followed by the high school graduate group, some high school, advanced degree, and elementary educational attainment groups (tables 11 and 12).

Time, Distance, and Library Use.

Earlier in this report estimates were made concerning the distribution of households as related to the distance to the library (expressed as a function of travel time). The connection is now made between distance to a library as related to use of library services.

The largest group of users responded that they live within five minutes of library service. Interpreting these responses results in an estimation of 58,235 persons living 5 minutes or less away from a library, 57,826 persons living 10 minutes away, 34,141 persons living 15 minutes away, and 14,938 persons living 20 minutes away. Persons within 5 and 10 minutes of library service compose the dominant user group; this group accounts for two-thirds of all users, or over 140,000 of the total estimated library patrons in the past five years.

Distance by location revealed a downstate-upstate split. The library users of the southern counties of Kent and Sussex were dominant in the five minute distance category. Ten minutes was the most frequent travel time stated by respondent users of New Castle County and the City of Wilmington. In the past year, 35.0 percent of the New Castle County respondents who were library users and 32.5 percent for Wilmington resided within 10 minutes of a library.

Services Used and Travel Time to Library.

The next area analyzed concerns the relationship of the type of service required by individuals utilizing libraries in the past five years to the

estimated travel time to the library. Tables 13 through 20 are structured to permit relating distance (expressed as time) to various activities performed in the library.

It becomes apparent that the majority of library users, regardless of activity, make a trip of from 5 to 10 minutes to utilize library resources. The data relating specific activities to distance do not differ significantly from the data relating general library use to distance (tables 9 and 10). In both cases,approximately two-thirds of the individuals using library service reside within 10 minutes of a library.

A final analysis of current library use related types of activities to educational attainment. A review of the data (tables 21 through 27) indicates that the types of tasks performed in the library are related to educational attainment in a manner consistent to general use of a library in all but two instances (table 12). Respondents with some high school education represent both individuals who have ended their formal education at this level and persons who are still pursuing a high school diploma. Thus, current high school students are contributing the major influence causing this educational attainment category to predominate.

The other cases where a difference in rank order was detected, concerned the activities in which the respondents utilized library service in connection with work or business (table 27). Individuals possessing college degrees composed the major group using library service for work-related purposes (table 27).

THE LIBRARY IN DELAWARE'S FUTURE

Improving the Scope of Library Service.

Several of the questions mentioned earlier explored specific reasons why the respondents did not use library services. A frequent response was that people were too busy. The second most frequent answer given was advancing age, frequently compounded by long term illness. In any event, special services appear to be in demand for these groups. The third most frequently given reason for not making use of library service was that the respondent had a medical problem. This implies a potential market for library materials among shut-ins and chronically ill persons who are unable to leave their homes.

Another reason given for lack of library utilization was that the respondent used other sources for reading materials and he though he had "no need" for library services.

Fewer than five percent of those who failed to use the library indicated that a lack of transportation was a serious problem (table 28). Respondents were asked if they had any specific dissatisfaction regarding use of the library and what this was. The most significant finding was the low number of responses indicating the unavailability of library materials (table 28). Paradoxically, when respondents were asked the question for suggestions in improving the scope of library services, the most frequent response (27 percent) recommended broadening the selection of books[1] (table 33).

Probable Use of Specific Services in the Library. Respondents were asked this question, "Tell me if you would probably use any of the following services if your library provided them?"

Educational Television. Slightly more than two out of 10 of the respondents indicated that they would use educational television if it were provided through a library (table 29).

Smoking Lounges. One out of 10 respondents indicated that they would make use of the smoking lounge if it were available in the library (table 29).

Typewriters. Almost 4 out of 10 respondents indicated libraries should have typewriters available. The significance of this response pattern for potential service seems fairly clear (table 29).

Photocopy Machines. Almost 6 out of 10 respondents indicated that they would use a photocopy machine if it were available in the library (table 29) Particularly in rural areas where there are few photocopy machines, this community service could be provided through the library.

Group Study Areas and Chalkboards. About one-fourth of the respondents indicated that group study areas would be useful in the library, and slightly less than 10 percent of the respondents indicated that they would use chalkboards if they were available (table 29).

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[1]Only 18 respondents indicated that they were unable to use a library in their area because of not being a resident of that area (question 3).

Calculators or Adding Machines. About one of every three respondents indicated that they would use a calculator in the library if it were available there. Potential in this service is clear.

Public Telephones. About 5 out of 10 respondents indicated that a public telephone would be useful in the library (table 29).

Microfilm Readers. One-fourth of the respondents indicated that microfilm readers would be of potential use to them.

Cultural Programs. Almost 4 of every 10 of the respondents indicated that they were in favor of cultural programs being offered through the library. While the majority were in favor of this service being offered, it is not possible to determine how many of the respondents would actually avail themselves of this type of service program.

Adult Textbooks. About one-third of those interviewed were of the opinion that textbooks for adults should be made available through the Delaware public libraries. Thirty-six percent of those desiring adult texts (524 respondents) indicated a desire for materials in the field of mathematics. Following in order were the physical sciences (8.9 percent), history (5.0 percent), language studies (3.6 percent), government (2.7 percent), fine arts (2.7 percent), and social sciences (1.0 percent) (table 30).

Importance of Variety of Reading Materials. Respondents were asked to rate different types of library materials and their relative importance. Eight out of 10 respondents indicated that children's books were very important in a public library. The only materials listed as more important were reference books, with 9 out of every 10 interviewed indicating that this type of resource material was "very important." The next item ranked was general nonfiction with 4 out of 10 respondents indicating the importance of this type. About a third of the respondents felt that fiction was important, 26 percent indicated best sellers; 26 percent mentioned magazines as being "important" library materials.

Outreach Services. Another question probed the type of outreach services which libraries might offer. Eight out of 10 of the respondents preferred going to the library rather than receiving materials from a bookmobile or

through the mail. Thirteen percent of the respondents indicated that they did prefer the bookmobile services more than any other way of receiving books. Finally, seven percent indicated that they would prefer to receive books by mail.

How Should Libraries be Paid for?

What is the appropriate source of support for Delaware libraries? Table 32 provides responses to this question.

The most frequently given response was that all three governmental sources of funding--local, state, and federal, should be used to finance Delaware's public libraries. This suggestion was followed by a combination of local and state funding, and by local funding only. There was a variation in the response pattern throughout the State. Wilmington respondents were far more in favor of federal funding, while those in suburban New Castle County and Kent and Sussex Counties were more supportive of local funds. Of those who responded that other sources of funding could be useful, the most frequent suggestion given was a user charge, followed by private sources. (Only 72 respondents indicated user charges, while 52 respondents indicated "other sources" for appropriate funding.) Since it is a well-known fact that state financing in public libraries in Delaware has been minimal compared to other states, an examination of these alternate funding sources seems warranted before any future planning is completed.

The aggregate figures for the United States portray state appropriations as constituting 7.3 percent of total operating revenue for library systems serving communities of at least 25,000 inhabitants. The State of Delaware funded library systems at a rate of 4.6 percent of total operating revenue according to the study by the Department of Health, Education and Welfare based on fiscal year 1965.[1] From the same study, operating expenditures by aggregate for United States total $2.69 per capita, while in Delaware the figure is stated as $1.74 per capita.

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[1] Statistics of Public Libraries, 1965, United States Department of Health, Education, and Welfare (Washington: U.S. Government Printing Office, September 1968), table 3, p. 5.

Further Implications For Future Library Services.

Many suggestions were made for improving the scope of library services. For those who answered the questions (table 33), the most frequent response was to broaden the selection of books (26.5 percent), second was to expand inservice (20.6 percent), and third was to extend the hours of libraries (14.3 percent). Building more libraries, expanding current facilities, increasing publicity concerning library services, abolition of user fees, (applicable to Dover, only), hiring more personnel, and opening the University of Delaware library to the public were further suggestions in order of frequency of response (table 32).

Use of School Libraries.

Another issue is the relationship of the school library services to those of the general public library. When respondents were asked whether the school library should be open when school is not open, the majority (53 percent) indicated that it should be. But when asked whether the school library should be open to the public, less than 3 out of 10 of the respondents answered affirmatively.

SUMMARY

The data reported show that some major differences do arise in patterns of use and library services available throughout the State of Delaware. Later detailed reports relating to libraries and individual school districts will be made available through the public library personnel in each area. In this study the authors have endeavored to present survey results in an objective and factual manner. This is a statistical report, and for this reason no significant conclusions will be drawn at this time. As noted in the introduction to this report, "hopefully, the results presented here will spur a debate which will result in a beneficial action" for the libraries and the citizens of the State of Delaware.

TABLE 1

LIBRARY USE IN THE PAST YEAR
(Percent)

	Area				
	City of Wilmington	New Castle County*	Kent County	Sussex County	Statewide
Did respondent make use of a library in the past year?					
Yes	27.2 (78)**	33.6 (645)	28.0 (218)	36.1 (477)	32.9 (1418)
No	72.8 (209)	66.4 (1275)	72.0 (561)	63.8 (843)	67.1 (2888)
Any specific reason why you did not use a library?					
Yes	20.3 (37)	8.3 (97)	26.5 (147)	32.1 (261)	20.0 (542)
No	79.7 (145)	91.7 (1066)	73.5 (407)	67.9 (551)	80.0 (2169)
Did anyone in family use a library in the past year?					
Yes	23.3 (67)	39.4 (757)	26.3 (205)	39.3 (519)	35.9 (1548)
No	47.4 (136)	47.3 (909)	50.8 (396)	45.0 (594)	47.2 (2035)
Doesn't Know	0.0 (0)	0.4 (8)	8.7 (68)	2.0 (13)	2.1 (89)
Single person family	29.3 (84)	12.9 (247)	14.1 (110)	14.8 (195)	14.8 (636)

*New Castle County excluding Wilmington.

**Numbers in parentheses are numbers of respondents that correspond with the percentage figure.

TABLE 2

ACTIVITIES USE OF LIBRARY
(Percent)

Activities of Respondents Who Have Used Library in the Past Five Years[a]	Area				
	City of Wilmington	New Castle County[b]	Kent County	Sussex County	Statewide
Borrowed and returned books for general reading	79.1 (68)[c]	82.1 (705)	90.9 (229)	90.0 (512)	85.8 (1514)
Does general reading in the library	35.7 (30)	25.5 (211)	85.7 (215)	35.9 (203)	38.2 (659)
Done research on a particular topic	55.1 (49)	53.4 (460)	60.7 (150)	57.0 (325)	55.0 (984)
Studied for school	27.4 (23)	21.9 (183)	40.9 (103)	35.1 (197)	29.0 (506)
Used films, records, and/or tapes	23.9 (21)	22.7 (195)	13.9 (34)	26.6 (149)	22.8 (399)
Made photocopies	41.3 (38)	48.2 (415)	24.2 (59)	37.3 (211)	40.9 (723)
Used a library in connection with work or business	30.3 (27)	23.1 (196)	23.0 (57)	34.1 (193)	27.6 (473)
Those satisfied with activities	92.5 (74)	91.9 (744)	96.4 (238)	94.6 (475)	93.4 (1531)
**********					
Respondents who have gone to a library in the past five years	31.4 (90)	44.6 (857)	32.9 (256)	43.8 (579)	41.4 (1782)
Extrapolated forecast for total population	25,241	136,240	26,942	35,176	223,619

[a]Activities are not mutually exclusive, allowing percentage to exceed 100.0.

[b]New Castle County excluding Wilmington.

[c]Numbers in parentheses are numbers of respondents that correspond with the percentage figures.

TABLE 3

REASONS FOR USING A LIBRARY
(Percent)

What Prompted Respondents use of Library in Past Five Years	Area				
	City of Wilmington	New Castle County[a]	Kent County	Sussex County	Statewide
Seeing a best seller list in a newspaper	25.6[b]	24.0	26.5	34.5	27.8
	(23)[c]	(206)	(62)	(195)	(486)
Reading a review in a newspaper	26.7	25.3	28.2	37.5	29.7
	(24)	(216)	(66)	(211)	(517)
Heard of book word of mouth	49.4	48.9	47.5	63.2	53.9
	(44)	(417)	(113)	(357)	(931)
A talk show on radio	13.3	12.6	18.5	12.7	13.4
	(12)	(108)	(42)	(71)	(233)
A talk show on TV	12.2	16.1	24.8	26.3	20.3
	(11)	(138)	(57)	(147)	(353)
Heard of book in school from a teacher	24.2	19.0	36.0	29.3	25.4
	(22)	(162)	(90)	(162)	(436)
Heard of book in school from other source	16.9	16.2	24.9	20.7	19.3
	(15)	(137)	(58)	(120)	(330)
Work or job assignment	25.3	15.6	22.6	25.5	20.1
	(22)	(131)	(56)	(141)	(350)

[a]New Castle County excluding Wilmington.

[b]Activities are not mutually exclusive, allowing percentage to exceed 100.0.

[c]Numbers in parentheses are numbers of respondents that correspond with the percentage figures.

TABLE 4

SELECTION METHOD OF LIBRARY MATERIAL
(Percent)

How Respondents in the past Five Years have Selected Materials in Library?	Area				
	City of Wilmington	New Castle County[a]	Kent County	Sussex County	Statewide
Ask librarian	64.1[b] (59)[c]	60.5 (514)	82.8 (198)	71.3 (398)	67.2 (1169)
Card catalog	67.4 (62)	73.5 (632)	85.8 (193)	69.8 (390)	73.6 (1277)
Periodical index	16.7 (15)	18.5 (155)	36.3 (73)	27.7 (155)	23.6 (398)
Reference book	49.5 (45)	42.9 (361)	70.4 (162)	51.2 (287)	49.6 (855)
Browse in stacks	71.0 (66)	75.1 (644)	95.5 (236)	83.2 (467)	80.3 (1413)
Found the library staff courteous and helpful	97.7 (85)	98.1 (821)	97.2 (244)	99.6 (552)	98.4 (1702)

[a]New Castle County excluding Wilmington.

[b]Activities are not mutually exclusive, allowing percentage to exceed 100.0.

[c]Numbers in parentheses are numbers of respondents that correspond with the percentage figures.

EFFECTS OF TRAVEL TIME AND TRANSPORTATION ON RESPONDENTS' LIBRARY USE
(Percent)

	Area				
	City of Wilmington	New Castle County[a]	Kent County	Sussex County	Statewide
Distance from home to library					
5 minutes	14.6[b]	22.0	26.7	39.4	27.7
	(42)[c]	(423)	(208)	(520)	(1,193)
10 minutes	33.1	38.3	20.4	36.0	34.0
	(95)	(735)	(159)	(476)	(1,465)
15 minutes	35.5	26.0	16.7	16.6	22.1
	(102)	(503)	(130)	(219)	(954)
20 minutes	10.1	8.5	13.0	5.1	8.4
	(29)	(164)	(101)	(68)	(362)
30 minutes	1.0	3.0	5.1	1.1	2.7
	(3)	(57)	(40)	(15)	(115)
45 minutes	0.3	0.2	0.5	0.3	0.3
	(1)	(4)	(4)	(4)	(13)
1 hour	0.0	0.2	0.4	0.2	0.2
	(0)	(3)	(3)	(2)	(8)
Over 1 hour	0.3	0.2	0.3	0.2	0.1
	(1)	(2)	(2)	(2)	(7)
Doesn't know	4.5	1.5	16.8	0.5	4.2
	(13)	(28)	(131)	(7)	(179)
Means of transportation to the library					
Walk	26.1	8.6	13.4	17.6	13.4
	(75)	(166)	(104)	(232)	(577)
Car	46.0	87.3	81.0	80.1	81.4
	(132)	(1,686)	(631)	(1,058)	(3,507)
Bus	22.6	1.9	0.1	0.2	2.4
	(65)	(36)	(1)	(3)	(105)
Bike	0.0	0.9	0.9	1.1	0.9
	(0)	(17)	(7)	(14)	(38)
Other	0.0	0.1	0.0	0.0	0.0
	(0)	(1)	(0)	(0)	(1)
Doesn't know	0.7	0.6	4.5	0.5	1.5
	(13)	(12)	(35)	(6)	(66)
Have you been refused service at the library? (for any reason)					
Yes	0.0	0.5	0.9	1.0	0.7
	(0)	(9)	(7)	(13)	(29)
No	94.4	96.7	79.8	95.8	93.2
	(271)	(1,858)	(622)	(1,265)	(4,016)
Doesn't know	4.9	2.1	16.0	1.2	4.5
	(14)	(41)	(125)	(16)	(196)

[a]New Castle County excluding Wilmington.

[b]Activities are not mutually exclusive, allowing percentage to exceed 100.0.

[c]Numbers in parentheses are numbers of respondents that correspond with the percentage figures.

TABLE 6

LIBRARY HOURS CONVENIENT FOR RESPONDENTS
(Percent)

	Area				
	City of Wilmington	New Castle County[a]	Kent County	Sussex County	Statewide
Are library hours convenient for your family?					
Yes	64.5[b]	70.3	54.6	77.1	69.2
	(185)[c]	(1,351)	(425)	(1,019)	(2,980)
No	5.6	8.7	4.9	6.4	7.0
	(16)	(166)	(38)	(84)	(304)
Doesn't know	6.6	9.0	39.3	12.3	15.3
	(19)	(173)	(306)	(163)	(661)
No opinion	23.0	10.8	1.0	2.1	7.2
	(66)	(207)	(8)	(28)	(309)
What time is most convenient for respondent to go to the library?					
Morning	9.1	7.7	1.2	6.5	6.2
	(26)	(147)	(9)	(86)	(268)
Afternoon	19.2	18.0	1.8	14.3	14.0
	(55)	(346)	(14)	(189)	(604)
Evening	15.0	30.8	4.7	29.7	24.7
	(43)	(591)	(37)	(392)	(1,063)
Weekday	2.1	1.5	0.3	2.6	1.6
	(6)	(29)	(2)	(34)	(71)
Weekend	5.9	4.8	2.1	4.4	4.3
	(17)	(93)	(16)	(58)	(184)
No specific time	22.0	20.8	50.2	37.3	31.2
	(63)	(399)	(391)	(493)	(1,346)
Doesn't know	1.7	2.1	36.2	1.3	8.0
	(5)	(40)	(282)	(17)	(344)
No opinion	23.3	13.4	3.0	2.2	8.8
	(67)	(258)	(23)	(29)	(377)
Do you feel there is anyone in the family who could benefit by library services but is not receiving them?					
Yes	2.1	1.5	2.2	2.6	2.0
	(6)	(29)	(17)	(34)	(86)
No	91.6	94.8	71.5	93.9	90.1
	(263)	(1,822)	(557)	(1,240)	(3,882)
Doesn't know	4.2	2.4	25.0	1.8	6.5
	(12)	(47)	(195)	(24)	(278)

[a]New Castle County excluding Wilmington.

[b]Activities are not mutually exclusive, allowing percentage to exceed 100.0.

[c]Numbers in parentheses are numbers of respondents that correspond with the percentage figures.

TABLE 7

RESPONDENTS WHO HAVE USED LIBRARY
IN PAST FIVE YEARS AS RELATED TO OCCUPATION
(Percent)

Occupation by Type	Area				
	City of Wilmington (N=90)	New Castle County[a] (N=856)	Kent County (N=256)	Sussex County (N=579)	Statewide (N=1,781)
Professional, technical & kindred workers	18.9[b] (17)[c]	15.3 (131)	14.1 (36)	14.5 (84)	15.0 (268)
Farmers & farm managers	0.0 (0)	0.1 (1)	0.0 (0)	0.7 (4)	0.3 (5)
Managers, officials & proprietors (nonfarm)	10.0 (9)	3.5 (30)	2.7 (7)	4.3 (25)	4.0 (71)
Clerical & kindred workers	7.8 (7)	11.3 (97)	7.8 (20)	8.6 (50)	9.8 (175)
Sales workers	3.3 (3)	2.1 (18)	2.3 (6)	1.7 (10)	2.1 (37)
Craftsmen, foremen & kindred workers	2.2 (2)	5.3 (45)	5.5 (14)	4.8 (28)	5.0 (89)
Private household workers	0.0 (0)	0.6 (5)	0.0 (0)	0.2 (1)	0.3 (6)
Service workers, students (except private household)	17.8 (16)	20.1 (172)	28.1 (72)	19.5 (113)	20.9 (313)
Farm laborers & foremen	0.0 (0)	0.0 (0)	0.0 (0)	0.0 (0)	0.0 (0)
Laborers (except farm & mine)	0.0 (0)	0.1 (1)	1.2 (3)	0.7 (4)	0.4 (8)
Occupation not reported	1.1 (1)	0.7 (6)	3.1 (8)	2.1 (12)	1.5 (27)
Housewife	24.4 (22)	37.3 (319)	28.9 (74)	33.0 (191)	34.0 (606)
Retired	10.0 (9)	2.9 (25)	5.1 (13)	7.6 (44)	5.1 (91)
Unemployed	4.4 (4)	0.7 (6)	1.2 (3)	2.2 (13)	1.5 (26)

[a]New Castle County excluding Wilmington.

[b]Activities are not mutually exclusive, allowing percentage to exceed 100.0.

[c]Numbers in parentheses are numbers of respondents that correspond with the percentage figures.

TABLE 8

RESPONDENTS WHO HAVE USED LIBRARY
IN PAST YEAR AS RELATED TO OCCUPATION
(Percent)

Occupation by Type	Area				
	City of Wilmington (N=78)	New Castle County[a] (N=644)	Kent County (N=218)	Sussex County (N=477)	Statewide (N=1,417)
Professional, technical & kindred workers	20.5[b] (16)[c]	15.8 (102)	14.2 (31)	15.9 (76)	15.9 (225)
Farmers & farm managers	0.0 (0)	0.2 (1)	0.0 (0)	0.4 (2)	0.2 (3)
Managers, officials & proprietors (nonfarm)	9.0 (7)	3.0 (19)	0.5 (1)	4.4 (21)	3.4 (48)
Clerical & kindred workers	3.8 (3)	10.1 (65)	7.8 (17)	6.7 (32)	8.3 (117)
Sales workers	5.1 (4)	2.2 (14)	2.8 (6)	1.7 (8)	2.3 (32)
Craftsmen, foremen & kindred workers	1.3 (1)	4.5 (29)	5.5 (12)	4.0 (19)	4.3 (61)
Private household workers	0.0 (0)	0.6 (4)	0.0 (0)	0.0 (0)	0.3 (4)
Service workers & students (except private household)	20.5 (16)	24.4 (157)	32.1 (70)	21.8 (104)	24.5 (347)
Farm laborers & foremen	0.0 (0)	0.0 (0)	0.0 (0)	0.0 (0)	0.0 (0)
Laborers (except farm & mine)	0.0 (0)	0.2 (1)	0.9 (2)	0.4 (2)	0.4 (5)
Occupation not reported	1.3 (1)	0.6 (4)	2.3 (5)	2.1 (10)	1.4 (20)
Housewife	20.5 (16)	35.2 (227)	26.1 (57)	32.5 (155)	32.1 (455)
Retired	12.8 (10)	2.5 (16)	6.4 (14)	8.2 (39)	5.6 (79)
Unemployed	5.1 (4)	0.7 (5)	1.4 (3)	1.9 (9)	1.5 (21)

[a]New Castle County excluding Wilmington.

[b]Activities are not mutually exclusive, allowing percentage to exceed 100.0.

[c]Numbers in parentheses are numbers of respondents that correspond with the percentage figures.

TABLE 9

RESPONDENTS' USE OF LIBRARY
IN THE PAST YEAR AS RELATED TO DISTANCE FROM HOME TO LIBRARY
(Percent)

Distance to Library Expressed as Time	Area				
	City of Wilmington (N=77)	New Castle County* (N=643)	Kent County (N=214)	Sussex County (N=472)	Statewide (N=1,406)
5 minutes	22.1	29.2	39.7	49.4	37.2
10 minutes	32.5	35.0	24.3	31.8	32.1
15 minutes	33.8	23.0	18.7	10.8	18.8
20 minutes	10.4	7.8	13.1	5.7	8.0
30 minutes	1.3	4.2	2.8	1.3	2.8
45 minutes	0.0	0.3	0.9	0.4	0.4
1 hour	0.0	0.3	0.5	0.4	0.4
Over 1 hour	0.0	0.2	0.0	0.2	0.3

TABLE 10

RESPONDENTS' USE OF LIBRARY
IN THE PAST FIVE YEARS AS RELATED TO DISTANCE FROM HOME TO LIBRARY
(Percent)

Distance to Library Expressed as Time	Area				
	City of Wilmington (N=90)	New Castle County* (N=857)	Kent County (N=250)	Sussex County (N=575)	Statewide (N=1,772)
5 minutes	21.1	26.6	38.4	48.0	34.9
10 minutes	34.4	35.4	25.2	31.7	32.7
15 minutes	31.1	25.2	19.6	12.3	20.5
20 minutes	11.1	8.3	12.0	5.6	8.1
30 minutes	1.1	3.9	3.2	1.4	2.3
45 minutes	0.0	0.4	0.8	0.5	0.5
1 hour	1.1	0.2	0.8	0.3	0.3
Over 1 hour	0.0	0.1	0.0	0.2	0.1

*New Castle County excluding Wilmington.

TABLE 11

RESPONDENTS' USE OF LIBRARY
IN THE PAST YEAR AS RELATED TO EDUCATIONAL ATTAINMENT
(Percent)

Education, Years Completed	Area				
	City of Wilmington (N=77)	New Castle County* (N=643)	Kent County (N=217)	Sussex County (N=476)	Statewide (N=1,413)
0-8 years	3.9	0.5	2.3	1.7	1.3
9-11 years	18.2	16.2	26.3	22.5	20.0
12 years	20.8	32.2	30.0	30.3	30.6
1-3 years, college	22.1	26.4	19.8	18.5	22.5
4 years, college degree	28.6	17.6	17.1	23.7	20.2
5 years or more, advanced degree	6.5	7.2	4.6	3.4	5.4

TABLE 12

RESPONDENTS' USE OF LIBRARY
IN THE PAST FIVE YEARS AS RELATED TO EDUCATIONAL ATTAINMENT
(Percent)

Education, Years Completed	Area				
	City of Wilmington (N=89)	New Castle County* (N=853)	Kent County (N=255)	Sussex County (N=577)	Statewide (N=1,774)
0-8 years	4.5	0.6	1.6	1.6	1.2
9-11 years	16.9	15.4	23.9	21.5	18.7
12 years	21.3	36.0	32.5	34.3	34.2
1-3 years, college	24.7	25.8	21.6	18.5	22.8
4 years, college degree	25.8	16.6	16.5	20.8	18.4
5 years or more advanced degree	6.7	5.6	3.9	3.3	4.7

*New Castle County excluding Wilmington.

TABLE 13

USE OF LIBRARY BY ANY MEMBER OF THE RESPONDENT'S FAMILY
AS RELATED TO DISTANCE FROM HOME TO LIBRARY
(Percent)

Distance to Library Expressed as Time	Area				
	City of Wilmington (N=67)	New Castle County* (N=754)	Kent County (N=202)	Sussex County (N=516)	Statewide (N=1,539)
5 minutes	16.4	28.8	41.6	44.4	35.2
10 minutes	38.8	37.3	24.8	34.1	34.6
15 minutes	31.3	21.9	16.3	13.2	18.6
20 minutes	11.9	7.8	12.9	6.4	8.2
30 minutes	1.5	3.6	3.0	1.0	2.5
45 minutes	0.0	0.4	1.0	0.6	0.5
1 hour	0.0	0.1	0.5	0.2	0.2
Over 1 hour	0.0	0.1	0.0	0.2	0.1

TABLE 14

RESPONDENTS WHO HAVE BORROWED BOOKS FOR GENERAL READING
IN THE PAST FIVE YEARS AS RELATED TO DISTANCE TO LIBRARY
(Percent)

Distance to Library Expressed as Time	Area				
	City of Wilmington (N=68)	New Castle County* (N=703)	Kent County (N=224)	Sussex County (N=508)	Statewide (N=1,503)
5 minutes	23.5	28.0	39.3	49.8	36.9
10 minutes	30.9	36.0	25.9	30.7	32.5
15 minutes	30.9	24.5	18.8	11.6	19.6
20 minutes	14.7	7.7	11.6	5.7	7.9
30 minutes	0.0	3.1	3.1	1.2	2.3
45 minutes	0.0	0.3	0.9	0.4	0.4
1 hour	0.0	0.3	0.4	0.4	0.3
Over 1 hour	0.0	0.1	0.0	0.2	0.1

*New Castle County excluding Wilmington.

TABLE 15

RESPONDENTS WHO HAVE DONE GENERAL READING IN THE LIBRARY IN THE PAST FIVE YEARS AS RELATED TO DISTANCE TO LIBRARY
(Percent)

Distance to Library Expressed as Time	Area				
	City of Wilmington (N=30)	New Castle County (N=211)	Kent County (N=210)	Sussex County (N=201)	Statewide (N=652)
5 minutes	20.0	23.7	36.2	2.7	36.5
10 minutes	43.3	33.2	27.1	.4	29.3
15 minutes	23.3	27.0	20.0	2.9	20.2
20 minutes	10.0	7.6	12.4	5.5	8.6
30 minutes	3.3	7.1	2.9	2.0	4.0
45 minutes	0.0	0.5	1.0	0.0	0.5
1 hour	0.0	0.9	0.5	1.0	0.8
Over 1 hour	0.0	0.0	0.0	0.5	0.2

TABLE 16

RESPONDENTS WHO HAVE DONE RESEARCH ON A PARTICULAR TOPIC IN THE LIBRARY IN THE PAST FIVE YEARS AS RELATED TO DISTANCE TO LIBRARY
(Percent)

Distance to Library Expressed as Time	Area				
	City of Wilmington (N=49)	New Castle County (N=459)	Kent County (N=146)	Sussex County (N=323)	Statewide (N=977)
5 minutes	26.5	24.8	29.5	49.2	33.7
10 minutes	38.8	35.7	29.5	30.3	33.2
15 minutes	22.4	26.1	23.3	10.8	20.5
20 minutes	12.2	8.1	13.0	7.1	8.7
30 minutes	0.0	4.8	3.4	1.5	3.3
45 minutes	0.0	0.2	0.7	0.3	0.3
1 hour	0.0	0.2	0.7	0.3	0.3
Over 1 hour	0.0	0.0	0.0	0.3	0.1

*New Castle County excluding Wilmington.

TABLE 17

RESPONDENTS WHO HAVE STUDIED FOR SCHOOL IN THE LIBRARY IN THE PAST FIVE YEARS AS RELATED TO DISTANCE TO LIBRARY
(Percent)

Distance to Library Expressed as Time	Area				
	City of Wilmington (N=23)	New Castle County* (N=183)	Kent County (N=99)	Sussex County (N=197)	Statewide (N=502)
5 minutes	17.4	31.7	25.3	45.7	35.3
10 minutes	43.5	35.5	28.3	31.5	32.9
15 minutes	34.8	21.9	28.3	11.7	19.7
20 minutes	4.3	4.9	13.1	8.1	7.8
30 minutes	0.0	6.0	4.0	2.0	3.8
45 minutes	0.0	0.0	1.0	0.0	0.2
1 hour	0.0	0.0	0.0	0.5	0.2
Over 1 hour	0.0	0.0	0.0	0.5	0.2

TABLE 18

RESPONDENTS WHO HAVE USED LIBRARY'S FILMS, RECORDS, AND/OR TAPES IN THE PAST FIVE YEARS AS RELATED TO DISTANCE TO LIBRARY
(Percent)

Distance to Library Expressed as Time	Area				
	City of Wilmington (N=21)	New Castle County* (N=195)	Kent County (N=34)	Sussex County (N=148)	Statewide (N=390)
5 minutes	19.0	26.7	29.4	43.9	32.9
10 minutes	38.1	32.3	23.5	37.8	33.9
15 minutes	33.3	30.3	20.6	10.1	22.1
20 minutes	4.8	5.6	14.7	5.4	6.3
30 minutes	0.0	4.6	5.9	1.4	3.3
45 minutes	0.0	0.0	5.9	0.0	0.5
1 hour	0.0	0.5	0.0	0.7	0.5
Over 1 hour	4.8	0.0	0.0	0.7	0.5

*New Castle County excluding Wilmington.

TABLE 19

RESPONDENTS WHO HAVE MADE PHOTOCOPIES IN THE LIBRARY
IN THE PAST FIVE YEARS AS RELATED TO DISTANCE TO LIBRARY
(Percent)

Distance to Library Expressed as Time	Area				
	City of Wilmington (N=38)	New Castle County* (N=414)	Kent County (N=57)	Sussex County (N=208)	Statewide (N=717)
5 minutes	21.1	25.1	33.3	50.5	32.9
10 minutes	28.9	32.9	22.8	30.8	31.2
15 minutes	36.8	29.5	24.6	12.0	24.4
20 minutes	13.2	7.5	8.8	5.3	7.3
30 minutes	0.0	4.6	7.0	0.5	3.3
45 minutes	0.0	0.5	3.5	0.0	0.6
1 hour	0.0	0.0	0.0	0.5	0.1
Over 1 hour	0.0	0.0	0.0	0.5	0.1

TABLE 20

RESPONDENTS WHO HAVE USED THE LIBRARY IN CONNECTION WITH WORK AND BUSINESS
IN THE PAST FIVE YEARS AS RELATED TO DISTANCE TO LIBRARY
(Percent)

Distance to Library Expressed as Time	Area				
	City of Wilmington (N=27)	New Castle County* (N=196)	Kent County (N=56)	Sussex County (N=193)	Statewide (N=472)
5 minutes	18.5	22.4	39.3	45.6	33.7
10 minutes	40.7	35.2	19.6	30.1	31.6
15 minutes	25.9	25.5	21.4	13.5	20.1
20 minutes	14.8	9.2	14.3	4.3	9.3
30 minutes	0.0	5.6	1.8	1.6	3.2
45 minutes	0.0	0.5	1.8	0.5	0.6
1 hour	0.0	1.0	1.8	1.0	1.1
Over 1 hour	0.0	0.5	0.0	0.5	0.4

*New Castle County excluding Wilmington.

TABLE 21

RESPONDENTS WHO HAVE BORROWED BOOKS FOR GENERAL READING IN THE PAST FIVE YEARS AS RELATED TO EDUCATIONAL ATTAINMENT
(Percent)

Education, Years Completed	Area				
	City of Wilmington (N=67)	New Castle County* (N=702)	Kent County (N=228)	Sussex County (N=511)	Statewide (N=1,508)
0-8 years	4.5	0.7	1.3	1.8	1.3
9-11 years	14.9	15.4	25.0	21.3	18.8
12 years	23.9	36.9	32.9	34.6	34.9
1-3 years, college	20.9	25.4	20.2	18.0	21.9
4 years, college degree	29.9	16.4	16.7	20.9	18.6
5 years or more, advanced degree	6.0	5.3	3.9	3.3	4.4

TABLE 22

RESPONDENTS WHO HAVE DONE GENERAL READING IN THE LIBRARY IN THE PAST FIVE YEARS AS RELATED TO EDUCATIONAL ATTAINMENT
(Percent)

Education, Years Completed	Area				
	City of Wilmington (N=30)	New Castle County* (N=210)	Kent County (N=215)	Sussex County (N=203)	Statewide (N=658)
0-8 years	3.3	0.0	0.5	0.5	0.5
9-11 years	20.0	21.0	26.0	22.7	23.1
12 years	20.0	29.0	32.6	24.1	28.3
1-3 years, college	36.7	21.9	20.0	20.7	21.6
4 years, college degree	13.3	20.5	16.7	28.6	21.4
5 years or more, advanced degree	6.7	7.6	4.2	3.4	5.2

*New Castle County excluding Wilmington.

TABLE 23

RESPONDENTS WHO HAVE DONE RESEARCH ON A PARTICULAR TOPIC IN THE LIBRARY IN THE PAST FIVE YEARS AS RELATED TO EDUCATIONAL ATTAINMENT
(Percent)

Education, Years Completed	Area				
	City of Wilmington (N=49)	New Castle County* (N=459)	Kent County (N=150)	Sussex County (N=325)	Statewide (N=983)
0-8 years	2.0	0.2	2.0	0.9	0.8
9-11 years	14.3	17.9	24.0	22.5	20.1
12 years	22.4	26.8	25.3	23.7	25.3
1-3 years, college	22.4	27.5	23.3	23.7	25.3
4 years, college degree	30.6	20.3	19.3	24.6	22.1
5 years or more, advanced degree	8.2	7.4	6.0	4.6	6.3

TABLE 24

RESPONDENTS WHO HAVE STUDIED FOR SCHOOL IN THE LIBRARY IN THE PAST FIVE YEARS AS RELATED TO EDUCATIONAL ATTAINMENT
(Percent)

Education, Years Completed	Area				
	City of Wilmington (N=23)	New Castle County* (N=182)	Kent County (N=103)	Sussex County (N=197)	Statewide (N=505)
0-8 years	0.0	0.5	2.9	0.5	1.0
9-11 years	34.8	36.8	35.0	34.0	35.2
12 years	13.0	17.0	21.4	20.8	19.2
1-3 years, college	30.4	20.3	21.4	17.3	19.8
4 years, college degree	17.4	19.2	11.7	25.4	20.0
5 years or more, advanced degree	4.3	6.0	7.8	2.0	4.8

*New Castle County excluding Wilmington.

TABLE 25

RESPONDENTS WHO HAVE USED LIBRARY'S FILMS, RECORDS OR TAPES IN THE PAST FIVE YEARS AS RELATED TO EDUCATIONAL ATTAINMENT
(Percent)

Education, Years Completed	Area				
	City of Wilmington (N=21)	New Castle County* (N=195)	Kent County (N=34)	Sussex County (N=149)	Statewide (N=399)
0-8 years	4.8	0.0	2.9	0.0	0.5
9-11 years	4.8	14.9	8.8	20.1	15.8
12 years	23.8	29.2	26.5	19.5	25.1
1-3 years, college	33.3	26.2	20.6	26.2	26.1
4 years, college degree	28.6	19.5	29.4	29.5	24.6
5 years or more, advanced degree	4.8	10.3	11.8	4.7	8.0

TABLE 26

RESPONDENTS WHO HAVE MADE PHOTOCOPIES IN THE LIBRARY IN THE PAST FIVE YEARS AS RELATED TO EDUCATIONAL ATTAINMENT
(Percent)

Education, Years Completed	Area				
	City of Wilmington (N=37)	New Castle County* (N=414)	Kent County (N=59)	Sussex County (N=211)	Statewide (N=721)
0-8 years	2.7	0.5	3.4	0.0	0.7
9-11 years	16.2	16.4	16.9	14.7	16.0
12 years	13.5	31.4	33.9	27.5	29.5
1-3 years, college	21.6	27.3	20.3	24.6	25.7
4 years, college degree	35.1	18.1	16.9	27.5	21.6
5 years or more, advanced degree	10.8	6.3	8.5	5.7	6.5

*New Castle County excluding Wilmington

TABLE 27

RESPONDENTS WHO HAVE USED THE LIBRARY IN CONNECTION WITH WORK OR BUSINESS IN THE PAST FIVE YEARS AS RELATED TO EDUCATIONAL ATTAINMENT
(Percent)

Education, Years Completed	Area				
	City of Wilmington (N=27)	New Castle County* (N=196)	Kent County (N=57)	Sussex County (N=193)	Statewide (N=473)
0-8 years	3.7	0.0	5.3	0.5	1.1
9-11 years	11.1	4.1	7.0	11.9	8.0
12 years	11.1	24.0	26.3	22.3	22.8
1-3 years, college	18.5	24.5	14.0	21.8	21.8
4 years, college degree	33.3	33.7	35.1	35.2	34.5
5 years or more, advanced degree	22.2	13.8	12.3	8.3	11.8

*New Castle County excluding Wilmington.

TABLE 28

SPECIFIC REASONS FOR NOT USING LIBRARY SERVICES IN THE PAST YEAR

	Statewide	
Too busy	36.8	(140)*
Advancing age	17.1	(65)
Medical	16.3	(62)
Utilizes other sources for reading material	12.6	(48)
No need for library services	11.6	(44)
Lack of transportation	3.7	(14)
Doesn't know where a library is	0.8	(3)
Objects to user fee (Dover)	0.5	(2)
Limited materials available at a library	0.5	(2)
		(380)

*Numbers in parentheses represent the number of respondents that correspond with the percentage figures.

TABLE 29

USE OF LIBRARY FACILITIES BY RESPONDENTS
(Percent)

Probable Use of Facilities in Library if Available	Area				
	City of Wilmington	New Castle County*	Kent County	Sussex County	Statewide
Educational T.V.					
Yes	15.7	20.5	24.1	24.9	22.2
	(45)**	(394)	(188)	(329)	(956)
No	62.4	68.9	65.5	70.2	68.3
	(179)	(1324)	(511)	(928)	(2942)
Doesn't Know	20.6	10.2	9.8	3.6	8.8
	(59)	(195)	(76)	(48)	(378)
Smoking Lounges					
Yes	9.8	10.8	9.1	10.1	10.2
	(28)	(207)	(71)	(134)	(440)
No	80.5	83.9	82.8	86.1	84.1
	(231)	(1611)	(645)	(1138)	(3625)
Doesn't Know	8.7	4.6	7.7	2.6	4.8
	(25)	(88)	(60)	(34)	(207)
Typewriters					
Yes	23.7	33.8	40.1	35.4	34.7
	(68)	(649)	(312)	(467)	(1496)
No	59.2	57.3	50.1	60.6	57.1
	(770)	(1101)	(390)	(801)	(2462)
Doesn't Know	15.7	8.3	9.5	2.5	7.2
	(45)	(160)	(74)	(33)	(312)
Photocopy Machines					
Yes	52.6	62.6	46.3	55.3	56.8
	(151)	(1203)	(361)	(730)	(2445)
No	29.3	28.3	41.7	40.8	34.6
	(84)	(543)	(325)	(539)	(1490)
Doesn't Know	17.1	8.5	11.4	2.5	7.8
	(49)	(164)	(89)	(33)	(335)
Chalkboards					
Yes	8.0	5.2	12.6	8.3	7.7
	(23)	(100)	(98)	(110)	(331)
No	70.4	84.3	75.4	87.4	82.7
	(202)	(1620)	(587)	(1155)	(3564)
Doesn't Know	19.5	9.7	11.7	3.0	8.7
	(56)	(187)	(91)	(39)	(373)

*New Castle County excluding Wilmington.

**Numbers in parentheses are numbers of respondents that correspond with the percentage figures.

TABLE 29 (Cont.)

	Area				
	City of Wilmington	New Castle County	Kent County	Sussex County	Statewide
Calculators or Adding Machines					
Yes	21.6	26.0	37.9	30.7	29.3
	(62)	(499)	(295)	(406)	(1262)
No	55.7	63.5	49.8	65.1	61.0
	(160)	(1220)	(388)	(860)	(2628)
Doesn't Know	20.2	9.7	11.9	2.9	8.7
	(58)	(187)	(93)	(38)	(376)
Public Telephones					
Yes	49.8	53.0	44.5	46.2	49.2
	(143)	(1019)	(347)	(610)	(2119)
No	35.5	37.8	45.4	49.8	42.7
	(102)	(727)	(354)	(658)	(1841)
Doesn't Know	12.5	8.2	9.6	2.5	7.0
	(36)	(158)	(75)	(33)	(302)
Group Study Areas					
Yes	14.3	21.1	25.8	26.1	23.1
	(41)	(406)	(201)	(345)	(993)
No	56.8	60.5	57.4	67.7	61.9
	(163)	(1163)	(447)	(894)	(2667)
Doesn't Know	26.8	17.3	16.3	3.8	13.9
	(77)	(333)	(127)	(50)	(587)
Microfilm Readers					
Yes	22.0	27.7	20.0	19.5	23.4
	(63)	(533)	(156)	(257)	(1009)
No	51.2	52.5	54.8	73.5	59.3
	(147)	(1009)	(427)	(971)	(2554)
Doesn't Know	24.4	18.6	24.8	4.8	15.9
	(70)	(357)	(193)	(63)	(683)

****

Should libraries offer cultural programs?					
Yes	39.7	41.2	51.7	35.0	41.1
	(114)	(792)	(403)	(463)	(1772)
No	29.3	34.6	13.1	52.5	35.8
	(84)	(665)	(102)	(693)	(1544)
Doesn't Know	28.6	22.3	33.8	9.0	20.7
	(82)	(428)	(263)	(119)	(892)

TABLE 30

OPINIONS OF RESPONDENTS ON AVAILABILITY OF SCHOOL TEXTS AND ON WHEN LIBRARY SHOULD BE OPEN
(Percent)

	Area				
	City of Wilmington	New Castle County*	Kent County	Sussex County	Statewide
Should school texts for adults be available?					
Yes	11.5	23.3	31.5	35.6	27.8
	(33)**	(448)	(245)	(470)	(1196)
No	51.9	57.3	21.4	51.6	48.8
	(149)	(1100)	(167)	(686)	(2102)
Doesn't Know	33.8	17.8	46.1	10.7	21.8
	(97)	(341)	(359)	(142)	(939)
**********					
Should school libraries be open when school is not in session?					
Yes	31.4	45.8	51.0	47.1	46.1
	(90)	(879)	(397)	(622)	(1988)
No	51.6	45.4	19.0	43.6	40.5
	(148)	(872)	(148)	(576)	(1744)
Doesn't Know	15.7	8.4	29.9	8.3	12.7
	(45)	(161)	(233)	(110)	(549)

*New Castle County excluding Wilmington.

**Numbers in parentheses are numbers of respondents that correspond with the percentage figures.

TABLE 31

OPINIONS OF RESPONDENTS CONCERNING IMPORTANCE OF READING MATERIALS
(Percent)

Type of Reading Material	Area: City of Wilmington	New Castle County*	Kent County	Sussex County	Statewide
General Fiction					
Very important	18.8	22.9	37.5	24.1	25.6
	(54)**	(439)	(292)	(319)	(1,104)
Fairly important	49.5	54.7	43.4	52.0	51.5
	(142)	(1,051)	(338)	(687)	(2,218)
Not important	16.0	17.6	3.0	16.6	14.5
	(46)	(338)	(23)	(219)	(626)
Doesn't Know	12.9	4.2	15.8	5.1	7.2
	(37)	(81)	(123)	(68)	(309)
General Nonfiction					
Very important	33.4	37.5	48.0	33.8	38.0
	(96)	(721)	(374)	(446)	(1,637)
Fairly important	44.6	47.5	32.6	48.7	45.1
	(128)	(917)	(254)	(643)	(1,942)
Not important	9.4	10.5	3.5	10.7	9.2
	(27)	(201)	(27)	(142)	(397)
Doesn't Know	9.4	3.4	15.5	4.5	6.3
	(27)	(66)	(121)	(59)	(273)
Reference Books					
Very important	68.3	83.8	76.9	76.8	79.4
	(196)	(1,610)	(599)	(1,015)	(3,420)
Fairly important	15.3	9.2	9.6	13.6	11.0
	(44)	(176)	(75)	(179)	(474)
Not important	1.4	2.9	0.6	3.4	2.5
	(4)	(55)	(5)	(45)	(109)
Doesn't Know	11.8	3.3	12.5	3.9	5.7
	(34)	(63)	(97)	(51)	(245)
Respondent's position in household					
Head of household	53.0	27.8	32.7	31.6	31.5
	(152)	(534)	(255)	(418)	(1,359)
Spouse of head	36.2	59.4	52.9	56.1	55.7
	(104)	(1,141)	(412)	(741)	(2,398)
Child of head	8.0	10.6	11.8	9.7	10.4
	(23)	(204)	(92)	(128)	(447)
Parent of head	1.0	1.0	0.6	0.2	0.7
	(3)	(20)	(5)	(3)	(31)
Other relative	1.4	0.8	1.0	1.4	1.1
	(4)	(15)	(8)	(19)	(46)
Unrelated	0.3	0.3	0.8	0.2	0.5
	(1)	(5)	(6)	(2)	(22)

*New Castle County excluding Wilmington.

**Numbers in parentheses are numbers of respondents that correspond with the percentage figures.

TABLE 32

OPINIONS OF RESPONDENTS CONCERNING MONEYS FOR LIBRARIES AND WHEN SCHOOL LIBRARIES SHOULD BE OPEN
(Percent)

	Area				
	City of Wilmington	New Castle County*	Kent County	Sussex County	Statewide
How should libraries be paid for?					
Federal taxes	12.2	8.2	6.7	9.8	8.7
	(35)**	(158)	(52)	(130)	(375)
State taxes	10.8	13.1	6.0	10.3	10.8
	(31)	(252)	(47)	(136)	(466)
Federal and State taxes	12.5	8.6	7.6	6.2	8.0
	(36)	(166)	(59)	(82)	(343)
Local taxes	7.7	11.1	1.5	10.7	9.0
	(22)	(214)	(12)	(141)	(389)
Local and Federal	2.1	2.0	0.6	1.2	1.5
	(6)	(38)	(5)	(16)	(65)
Local and State	10.8	14.4	3.6	16.7	12.9
	(31)	(277)	(28)	(220)	(556)
Local, State and Federal	14.6	13.4	18.5	14.2	14.6
	(42)	(258)	(144)	(187)	(631)
Other (User fee, etc.)	1.0	3.8	13.7	10.8	7.6
	(3)	(73)	(107)	(142)	(325)
Does not know	27.2	24.4	41.1	19.5	26.1
	(78)	(469)	(320)	(257)	(1124)
Best time(s) for school library to open					
During school only	48.4	43.0	19.1	44.0	40.0
	(139)	(824)	(149)	(580)	(1692)
After school	10.2	20.1	21.7	28.0	18.1
	(30)	(381)	(169)	(365)	(785)
Before school	1.6	3.8	1.1	9.4	9.1
	(5)	(66)	(9)	(120)	(404)
Evenings	3.6	7.5	11.5	10.2	8.9
	(11)	(140)	(90)	(133)	(392)
Weekends	7.1	11.2	3.8	13.0	7.9
	(21)	(215)	(30)	(170)	(350)
Vacations	20.6	25.5	28.5	22.7	24.2
	(60)	(485)	(222)	(295)	(1062)
Other	0	0.1	0	0.2	0
	(0)	(1)	(0)	(2)	(3)
Does not know	19.2	11.5	35.4	8.2	15.3
	(55)	(221)	(276)	(108)	(660)

*New Castle County excluding Wilmington.

**Numbers in parentheses are numbers of respondents that correspond with the percentage figures.

TABLE 33

SUGGESTIONS BY RESPONDENTS FOR IMPROVING THE LIBRARY SYSTEM
(Percent)

Methods of Improvement	Statewide	
Expand the selection of books	26.5	(133)*
Retain and/or expand bookmobile service	20.6	(103)
Extend library hours	14.6	(73)
Expand services (e.g., cultural programs, movies)	9.6	(48)
Build more libraries or expand current facilities	9.2	(46)
Increase publicity concerning library services	8.2	(41)
Abolish the Dover user fee	3.2	(16)
Hire more personnel	1.8	(9)
Open University of Delaware library to the public	1.6	(8)
Miscellaneous	4.6	(23)
		(501)

TABLE 34

OPINIONS OF RESPONDENTS CONCERNING SUBJECT AREA
OF ADULT TEXTBOOKS IN LIBRARIES
(Percent)

Subject Area	Statewide	
Mathematics	36.1	(189)
English	18.9	(99)
Physical sciences	8.9	(47)
History	8.4	(44)
Business	5.0	(26)
Language studies	3.6	(19)
Government	2.7	(14)
Fine arts	2.7	(14)
Social sciences	0.8	(4)
General studies	9.2	(48)
Miscellaneous	3.8	(20)
		(524)

*Numbers in parentheses are numbers of respondents that correspond with the percentage figures.

TABLE 35

OPINIONS OF RESPONDENTS CONCERNING AVAILABILITY
OF LIBRARIES TO THE GENERAL PUBLIC
(Percent)

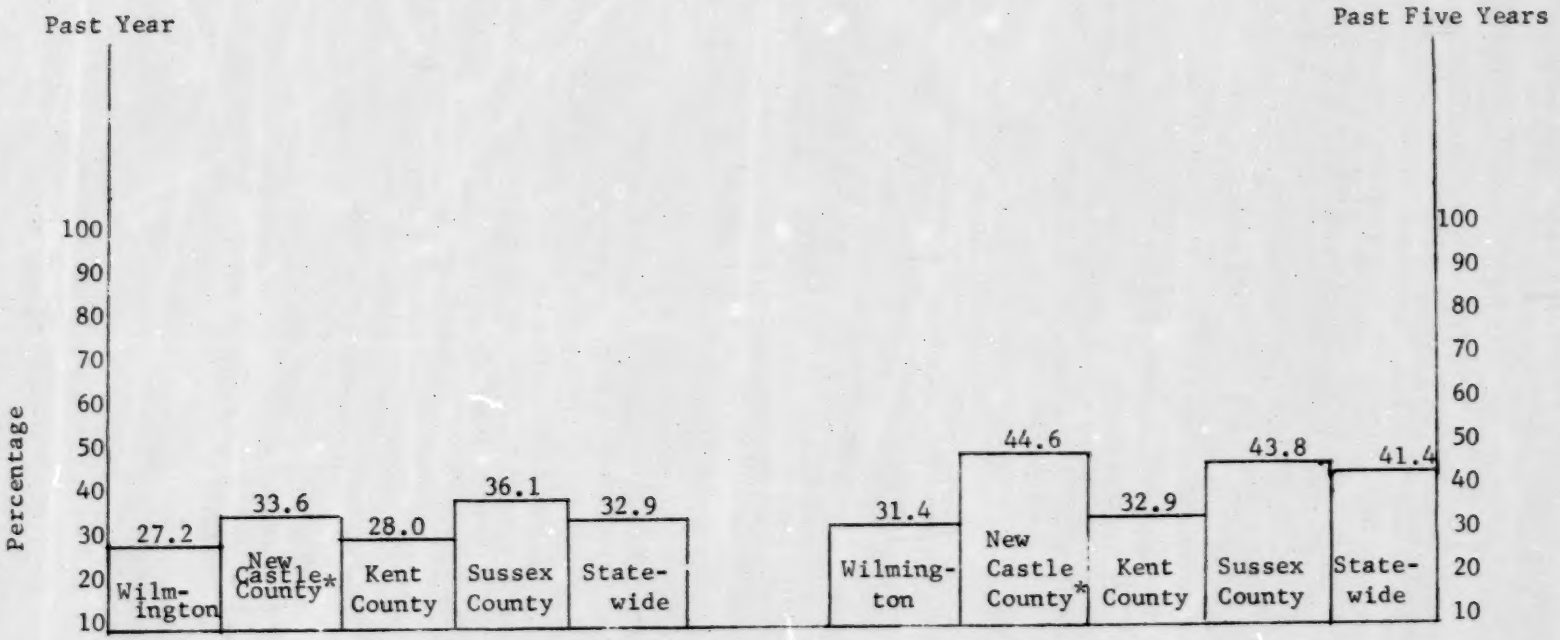
	Area				
	City of Wilmington	New Castle County*	Kent County	Sussex County	Statewide
Do you think school libraries should be open to the general public?					
Yes	12.9 (37)**	17.1 (329)	26.7 (208)	25.0 (330)	21.0 (904)
No	73.9 (212)	75.2 (1444)	46.9 (365)	66.8 (882)	67.4 (2903)
Doesn't know or no opinion	11.5 (33)	6.9 (133)	26.2 (204)	6.6 (87)	10.6 (457)

*New Castle County excluding Wilmington.

**Numbers in parentheses are numbers of respondents that correspond with the percentage figures.

FIGURE 1

COMPARISON OF OPINIONS OF RESPONDENTS ON LIBRARY USE DURING PAST YEAR WITH PAST FIVE YEARS
(Expressed as a Percentage of Potential Use)



*New Castle County excluding Wilmington.

FIGURE 2

COMPARISON BY DISTANCE IN TIME FROM LIBRARY OF RESPONDENTS' LIBRARY USE
DURING PAST YEAR WITH PAST FIVE YEARS
(Percentage Statewide)

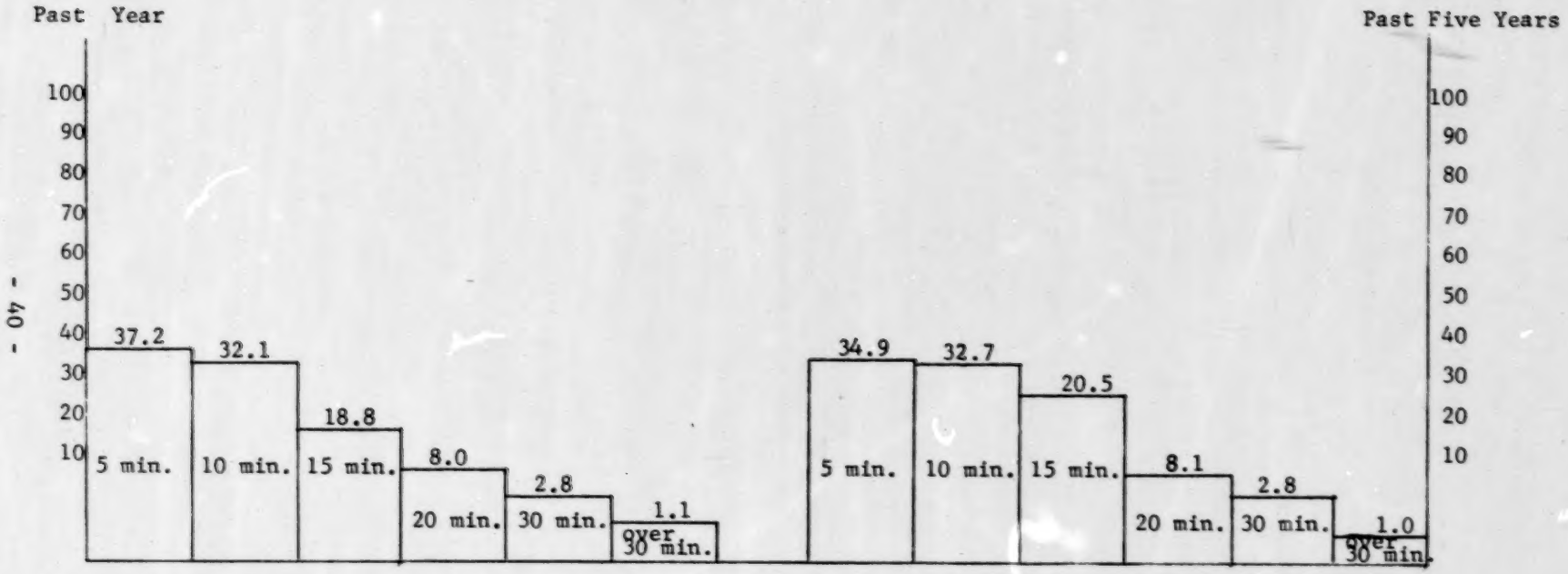
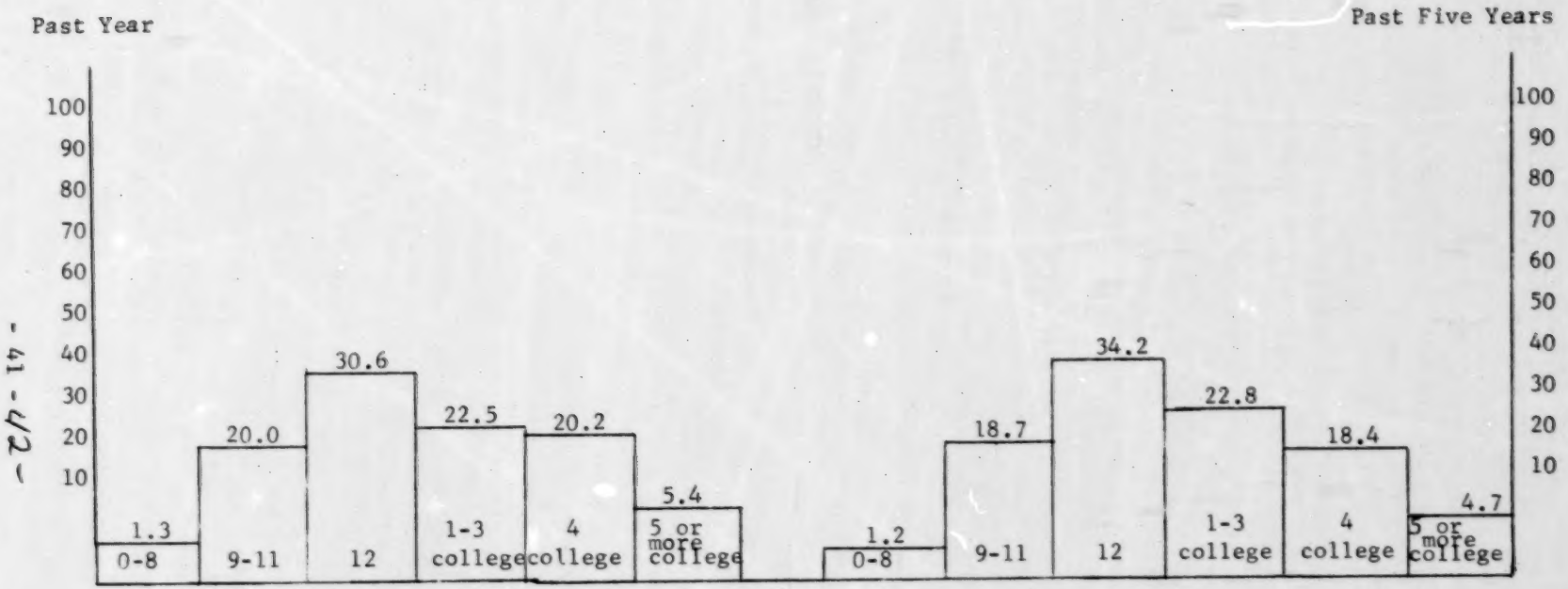


FIGURE 3

COMPARISON BY EDUCATIONAL ATTAINMENT OF RESPONDENTS' LIBRARY USE
DURING PAST YEAR WITH PAST FIVE YEARS
(Percentage Statewide)



APPENDIX

QUESTIONNAIRE USED IN DELAWARE LIBRARY SURVEY

DELAWARE LIBRARY SURVEY

Name of Respondent _____

School District _____

Interviewer _____

Record of Calls

	Date	Time	Result
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

Signature _____

1. Did you make use of a library in the past year?

1. _____ Yes
2. _____ No
3. _____ Doesn't Know

If answer to question 1 is "no", ask:

2. Do you have any specific reason why you didn't go to the library?

1. _____ Yes (Specify)
2. _____ No
7. _____ Doesn't Know
8. _____ Refused
9. _____ (Office use)

3. Did anyone in your family make use of a public library in the past year?

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ Single person family

Ask questions 4 and 5 to those who answered "yes" to questions 1 or 3:

4. Which library would you (or members of your family) go to if you were going to the library?

01. _____ Appoquinimink
02. _____ Claymont
03. _____ Corbit Library
04. _____ Dover Public Library
05. _____ Frankford Library
06. _____ Milton Public Library
07. _____ New Castle City Library
08. _____ Newark Free Library
09. _____ Concord Pike Library
10. _____ Kirkwood Highway Library
11. _____ Wilmington Institute
12. _____ Wilmington at Brandywine
13. _____ Wilmington at Woodlawn
14. _____ Rehoboth Beach Library
15. _____ Selbyville Public Library
16. _____ Laurel Public Library
17. _____ Bookmobile
18. _____ Other (Specify)
97. _____ Doesn't Know

5. How many other libraries have you used in the past year?
(Specify number) _____

Ask the following question to everyone:

6. Have you gone to the library in the past 5 years?

1. _____ Yes
2. _____ No
7. _____ Doesn't Know

If "yes", have you done the following?

a) borrowed and returned books for general reading

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

b) done general reading in the library

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

c) done research on a particular topic

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

d) studied for school

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

e) used films, records and/or tapes

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

Continued

f) made photocopies

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

g) used the library in connection with work or business

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

h) other (Specify)

7. If answered "yes" to any of the above, were you satisfied?

1. _____ Yes
2. _____ No
9. _____ (Office use)

If "no", specify why not:

<u>Ask questions 8 through 10 only to those who answered "yes" to question #6</u>

8. Did any of the following ever prompt you to go to the library?

a) seeing a best seller list in the newspaper

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

b) reading a review in the newspaper

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

c) heard of a book by word-of-mouth

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

Continued

d) a talk show on radio

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

e) a talk show on television

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

f) heard about the book in school

1) assignment from a teacher

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

2) other source in school

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

g) work or job assignment

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

h) other (Specify)

9. How do you select your materials in the library?

a) asking the librarian

1. _____ Yes
2. _____ No
3. _____ Doesn't Know
4. _____ (Office use)

Continued

b. card catalog

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

c. periodical index

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

d. reference books

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

e. browsing in stacks

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

f. other (Specify)

10. Did you find the library staff to be courteous and helpful to you?

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
9. _____ (Office use)

THE FOLLOWING QUESTIONS ARE ASKED FOR EVERYONE, REGARDLESS IF THEY WENT TO A LIBRARY IN THE PAST 5 YEARS OR NOT.

11. How far away from your home is the library you now use or would use? (one way in minutes)

01. _____ 5 minutes
02. _____ 10 minutes
03. _____ 15 minutes
04. _____ 20 minutes
05. _____ 30 minutes
06. _____ 45 minutes
07. _____ One hour
08. _____ Over one hour
97. _____ Doesn't Know

12. If you were going to the library, what means of transportation would you mainly use to get there?

1. _____ Walk
2. _____ Car
3. _____ Bus
4. _____ Bicycle
5. _____ Other (specify)
7. _____ Doesn't Know

13. Have you ever been refused service in a library--for any reason?

1. _____ Yes
2. _____ No
7. _____ Doesn't Know

14. Do you feel the hours the library is open are convenient to your family?

1. _____ Yes
2. _____ No
7. _____ Doesn't Know
8. _____ No opinion

15. Which time would be most convenient for you to go to the library? (Check the one that applies)

1. _____ Morning
2. _____ Afternoon
3. _____ Evenings
4. _____ Weekdays
5. _____ Weekends
6. _____ No specific time
7. _____ Doesn't Know
8. _____ No opinion

16. Do you feel that there is anyone in your family who could benefit by library services but is not receiving them?

1. _____ Yes
2. _____ No
7. _____ Doesn't Know

17. Do you feel the library should have available school textbooks for adults?

1. _____ Yes
2. _____ No
7. _____ Doesn't Know or no opinion

If "yes", in what areas? _____

18. Do you think school libraries should be open for children when school is not in session?

1. _____ Yes
2. _____ No
7. _____ Doesn't Know or no opinion

19. What times do you think are the best times for school libraries to be open? (Check as many that apply)

01. _____ During school only
02. _____ After school
04. _____ Before school
08. _____ Evenings
16. _____ Weekends
32. _____ Vacations (Christmas, spring, and/or summer)
64. _____ Other (Specify)
97. _____ Doesn't Know or no opinion

20. Do you think school libraries should be open to the general public?

1. _____ Yes
2. _____ No
7. _____ Doesn't Know or no opinion

21. Tell me if you would probably use any of the following services if your public library provided them:

a. educational television
1. _____ Yes
2. _____ No
7. _____ Doesn't Know or no opinion

b. smoking lounges
1. _____ Yes
2. _____ No
7. _____ Doesn't Know or no opinion

c. typewriters
1. _____ Yes
2. _____ No
7. _____ Doesn't Know or no opinion

d. photocopy machines
1. _____ Yes
2. _____ No
7. _____ Doesn't Know or no opinion

e. chalkboards
1. _____ Yes
2. _____ No
7. _____ Doesn't Know or no opinion

f. calculators or adding machines
1. _____ Yes
2. _____ No
7. _____ Doesn't Know or no opinion

g. public telephones
1. _____ Yes
2. _____ No
7. _____ Doesn't Know or no opinion

h. group study areas

1. _____ Yes
2. _____ No
7. _____ Doesn't Know or no opinion

i. microfilm readers

1. _____ Yes
2. _____ No
7. _____ Doesn't Know or no opinion

j. Other (Specify)

22. Do you think libraries should offer cultural programs, such as exhibits films, and speakers?

1. _____ Yes
2. _____ No
7. _____ Doesn't Know or no opinion

23. How do you think libraries should be paid for? (Check as many as possible)

01. _____ Federal taxes
02. _____ State taxes
04. _____ Local taxes
08. _____ Other (Specify)
97. _____ Doesn't Know or no opinion

24. Which way would you most prefer to receive books?

1. _____ Coming to the library
2. _____ Ordering and receiving them by mail
3. _____ Bookmobile
4. _____ Other (Specify)
7. _____ Doesn't Know or no opinion

25. How would you rate the following types of reading materials in general importance? Say if they are very important, fairly important, or of no importance:

a) children's books

1. _____ Very important
2. _____ Fairly important
3. _____ Not important
7. _____ Doesn't Know or no opinion

b) best seller books

1. _____ Very important
2. _____ Fairly important
3. _____ Not important
7. _____ Doesn't Know or no opinion

c) magazines

1. _____ Very important
2. _____ Fairly important
3. _____ Not important
7. _____ Doesn't Know or no opinion

d) general fiction books

1. _____ Very important
2. _____ Fairly important
3. _____ Not important
7. _____ Doesn't Know or no opinion

e) general non-fiction books

1. _____ Very important
2. _____ Fairly important
3. _____ Not important
7. _____ Doesn't Know or no opinion

f) reference books

1. _____ Very important
2. _____ Fairly important
3. _____ Not important
7. _____ Doesn't Know or no opinion

26. Please tell me if your family contains the following persons: (Check as many that apply)

01. _____ Single person family
02. _____ Husband (Father)
04. _____ Wife (Mother)
08. _____ Small children
16. _____ School age children
32. _____ Adult children
64. _____ Other persons

27. What is your position in the family relative to the head of the household?

1. _____ Head of household
2. _____ Spouse of head
3. _____ Child of head
4. _____ Parent of head
5. _____ Other relative of head
6. _____ Unrelated

28. What was the last grade you finished in school?

1. _____ Elementary school
2. _____ Some high school
3. _____ High school graduate
4. _____ Some college
5. _____ College graduate
6. _____ Advanced degree
7. _____ None
8. _____ Refused

29. What is your occupation? (Be sure to include "student" or "retired".)_____

30. Check sex of respondent.

1. _____ Male
2. _____ Female

31. Are there any suggestions you would like to make that you feel would improve library service in Delaware?

_____

_____

_____